

## **AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions, and listings, of claims in the application.

## **LISTING OF CLAIMS:**

1-14. (Withdrawn)

42. (Previously Presented) A computer-implemented method for a property management system to relay at least part of a service request from a service requestor to a property manager, comprising the steps of:

receiving a service request from a service requestor, the service request being transmitted to the property management system, the service request being associated with a property having a management affiliation;

identifying, with the property management system, a property manager by successively reviewing increasingly more general descriptions of the management affiliation of the property until a property manager is identified; and

relaying at least part of the service request from the service requestor to the property manager.

43. (Previously Presented) The method of claim 42 wherein the identifying step is a hierarchical tree traversal search through successive hierarchical levels towards the root of a hierarchical tree.

44. (Previously Presented) The method of claim 42 wherein the service requestor is a tenant of the property associated with the service request, the tenant having access to the property management system.

45. (Previously Presented) A computer-implemented method for a property management system to relay at least part of a service request from a service requestor to a property manager, comprising the steps of:

receiving a service request from a service requestor, the service request being transmitted to the property management system, the service request being associated with a property having a management affiliation;

identifying, with the property management system, a property manager or property owner by successively reviewing increasingly more general descriptions of the management affiliation of the property until a property manager or property owner is identified; and

relaying at least part of the service request from the service requestor to the property manager or property owner identified.

46. (Previously Presented) The method of claim 45 wherein the service requestor is a tenant of the property associated with the service request, the tenant having access to the property management system.

47. (Currently Amended) A computer-implemented method for a property management system to relay at least part of a service request from a service requestor to a person other than a property manager, comprising the steps of:

receiving a service request from a service requestor, the service request being transmitted to the property management system, the service request being associated with a property having a management affiliation;

identifying, with the property management system, a property manager or property owner by successively reviewing increasingly more general descriptions of the management affiliation of the property until a person other than the ~~[[a]]~~ property manager is identified; and

relaying at least part of the service request from the service requestor to the person, other than the property manager.

48. (Previously Presented) The method of claim 47 wherein the service requestor is a tenant of the property associated with the service request, the tenant having access to the property management system.

49-142. (Withdrawn)